

Notice of Allowability	Application No.	Applicant(s)
	10/044,646	KRISHNA ET AL.
	Examiner HUNG Q. PHAM	Art Unit 2168

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address--

All claims being allowable, PROSECUTION ON THE MERITS IS (OR REMAINS) CLOSED in this application. If not included herewith (or previously mailed), a Notice of Allowance (PTOL-85) or other appropriate communication will be mailed in due course. **THIS NOTICE OF ALLOWABILITY IS NOT A GRANT OF PATENT RIGHTS.** This application is subject to withdrawal from issue at the initiative of the Office or upon petition by the applicant. See 37 CFR 1.313 and MPEP 1308.

1. This communication is responsive to 01/04/06.
2. The allowed claim(s) is/are 20-37.
3. Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
 - a) All
 - b) Some*
 - c) None
 1. Certified copies of the priority documents have been received.
 2. Certified copies of the priority documents have been received in Application No. _____.
 3. Copies of the certified copies of the priority documents have been received in this national stage application from the International Bureau (PCT Rule 17.2(a)).

* Certified copies not received: _____.

Applicant has THREE MONTHS FROM THE "MAILING DATE" of this communication to file a reply complying with the requirements noted below. Failure to timely comply will result in ABANDONMENT of this application.
THIS THREE-MONTH PERIOD IS NOT EXTENDABLE.

4. A SUBSTITUTE OATH OR DECLARATION must be submitted. Note the attached EXAMINER'S AMENDMENT or NOTICE OF INFORMAL PATENT APPLICATION (PTO-152) which gives reason(s) why the oath or declaration is deficient.
5. CORRECTED DRAWINGS (as "replacement sheets") must be submitted.
 - (a) including changes required by the Notice of Draftsperson's Patent Drawing Review (PTO-948) attached
 - 1) hereto or 2) to Paper No./Mail Date _____.
 - (b) including changes required by the attached Examiner's Amendment / Comment or in the Office action of Paper No./Mail Date _____.

Identifying indicia such as the application number (see 37 CFR 1.84(c)) should be written on the drawings in the front (not the back) of each sheet. Replacement sheet(s) should be labeled as such in the header according to 37 CFR 1.121(d).
6. DEPOSIT OF and/or INFORMATION about the deposit of BIOLOGICAL MATERIAL must be submitted. Note the attached Examiner's comment regarding REQUIREMENT FOR THE DEPOSIT OF BIOLOGICAL MATERIAL.

Attachment(s)

1. Notice of References Cited (PTO-892)
2. Notice of Draftsperson's Patent Drawing Review (PTO-948)
3. Information Disclosure Statements (PTO-1449 or PTO/SB/08),
Paper No./Mail Date _____
4. Examiner's Comment Regarding Requirement for Deposit
of Biological Material
5. Notice of Informal Patent Application (PTO-152)
6. Interview Summary (PTO-413),
Paper No./Mail Date 031506.
7. Examiner's Amendment/Comment
8. Examiner's Statement of Reasons for Allowance
9. Other _____.


SHAHID ALAM
PRIMARY EXAMINER

DETAILED ACTION

Response to Arguments

Applicant's arguments with respect to the rejection of claims 20, 26 and 32 under 35 U.S.C. § 112, first paragraph, have been fully considered and are persuasive. The rejection of claims 20, 26 and 32 under 35 U.S.C. § 112, first paragraph, has been withdrawn.

EXAMINER'S AMENDMENT

An examiner's amendment to the record appears below. Should the changes and/or additions be unacceptable to applicant, an amendment may be filed as provided by 37 CFR 1.312. To ensure consideration of such an amendment, it MUST be submitted no later than the payment of the issue fee.

Authorization for this examiner's amendment was given in a telephone interview with applicants' representative, Jon A. Gibbons, on 03/14/2006.

Please replacing claims 20, 26 and 32 the Claims filed on 01/04/2006 by the clean version (without underlined and crossed mark) as below:

Claim 20. A method for synchronizing database records from database servers networked to at least one other database server comprising collaborative database information records, the method comprising:

selecting at least one remote database server;
accessing locally on a first database server, at least one database record in a first database, wherein the database record includes at least one field for each of a sequence

number field, a problem identifier field, and a work history field;

searching for at least one database record in the first database with a value in the work history field matching a predetermined value, wherein the work history field comprises at least one description of a particular user's problem;

using a sequence value within the sequence number field in the at least one database record in the first database with the value in the work history field matching the predetermined value as a starting point for synchronization with the remote database server, wherein the sequence value in the sequence number field of the at least one database record is associated with the at least one database record;

sending to the remote database server each database record in the first database whose associated sequence number in the sequence number field is greater than the sequence value, wherein data included in each database record is new and distinct over existing information residing in the remote database server;

appending at least one new database record directly into the first database with a new value in the work history field matching the predetermined value; and

storing a new sequence number directly in a sequence number field of the at least one new database record in the first database, wherein the new sequence number is an increment of a final sequence number of a final database record sent to the remote database.

Claim 26. A computer readable medium for synchronizing database records comprising programming instructions for execution with database servers networked to at least one other database server comprising collaborative database information records, the programming instructions comprising:

selecting at least one remote database server;

accessing locally on a first database server, at least one database record in a first database, wherein the database record includes at least one field for each of a sequence number field, a problem identifier field, and a work history field;

searching for at least one database record in the first database with a value in the work history field matching a predetermined value, wherein the work history field comprises at least one description of a particular user's problem;

using a sequence value within the sequence number field in the at least one database

record in the first database with the predetermined value as a starting point for synchronization with the remote database server, wherein the sequence value in the sequence number field of the at least one database record is associated with the at least one database record;

sending to the remote database server each database record in the first database whose associated sequence number in the sequence number field is greater than the sequence value, wherein data included in each database record is new and distinct over existing information residing in the remote database server;

appending at least one new database record directly into the first database with a new value in the work history field matching the predetermined value; and

storing a new sequence number directly in a sequence number field of the at least one new database record in the first database, wherein the new sequence number is an increment of a final sequence number of a final database record sent to the remote database.

Claim 32. A data processing enterprise for synchronizing database records, the data processing enterprise having at least two processing elements networked together, comprising:

at least a first database server having at least one database record in a first database, wherein each database record includes at least one field for each of a sequence number field, a problem identifier field, and a work history field;

a bridge program for communicating with the first database server including a means for performing:

selecting at least one remote database server;

searching for at least one database record in the first database with a value in the work history field matching a predetermined value, wherein the work history field comprises at least one description of a particular user's problem;

using a sequence value within the sequence number field in the at least one database record in the first database with the value in the work history field matching the predetermined value as a starting point for synchronization with the remote database server, wherein the sequence value in the sequence number field of the at least one database record is associated with the at least one database record;

sending to the remote database server each database record in the first database whose associated sequence number in the sequence number field is greater than the sequence value, wherein data included in each database record is new and distinct over existing information residing in the remote database server;

appending at least one new database record directly in into the first database with a new value in the work history field matching the predetermined value; and

storing a new sequence number directly in a sequence number field of the at least one new database record in the first database, wherein the new sequence number is an increment of a final sequence number of a final database record sent to the remote database.

Allowable Subject Matter

Claims 20-37 are allowed.

The following is an examiner's statement of reasons for allowance:

Prior arts of record do not render obvious, nor anticipate the combination of claimed elements including the technique of *searching for at least one database record in the first database with a value in the work history field matching a predetermined value, wherein the work history field comprises at least one description of a particular user's problem; using a sequence value within the sequence number field in the at least one database record in the first database with the value in the work history field matching the predetermined value as a starting point for synchronization with the remote database server, wherein the sequence value in the sequence number field of the at least one database record is associated with the at least one database record; sending to the remote database server each database record in the first database whose associated sequence number in the sequence number field is greater than the sequence value, wherein data included in each database record is new and distinct over existing information residing in the remote database server* as recited in claims 20, 26 and 32.

Thus, claims 20, 26 and 32 are allowed.

Dependent claims 21-25, 27-31 and 33-37 are allowed at least by virtue of their dependencies from claims 20, 26 and 32.

Any comments considered necessary by applicant must be submitted no later than the payment of the issue fee and, to avoid processing delays, should preferably accompany the issue fee. Such submissions should be clearly labeled "Comments on Statement of Reasons for Allowance."

Any inquiry concerning this communication or earlier communications from the examiner should be directed to HUNG Q. PHAM whose telephone number is 571-272-4040. The examiner can normally be reached on Monday-Friday.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, TIM T. VO can be reached on 571-272-3642. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).



HUNG Q PHAM
Examiner
Art Unit 2168

March 14, 2006



SHAHID ALAM
PRIMARY EXAMINER